

# MASSACHUSETTS FY 2016 LIHEAP

## PERFORMANCE MEASURES EXECUTIVE SUMMARY

In FY 2016, Massachusetts furnished LIHEAP bill payment assistance to 164,763 households. They collected energy burden data for 76,742 households (47%)

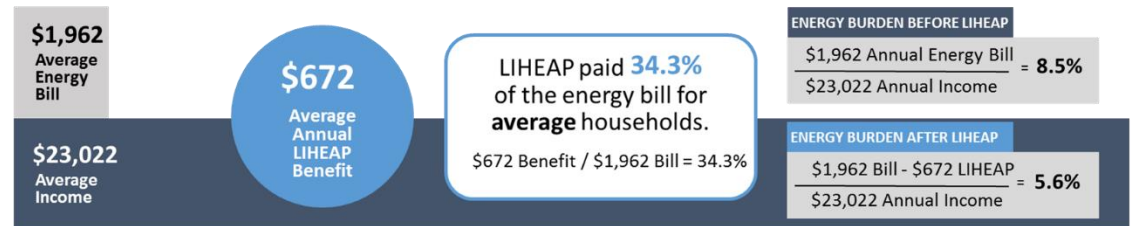
### Does LIHEAP furnish higher benefits to higher burden households?

**Yes.** In Massachusetts, the total LIHEAP benefit received by high burden households in FY 2016 was about **\$150 (22%) more** than the total LIHEAP benefit received by the average recipient household.

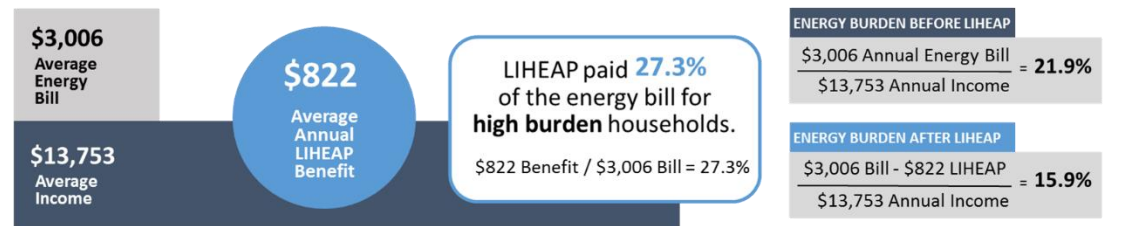
### Does LIHEAP pay a larger share of the home energy bill for high burden households?

**No.** In FY 2016, LIHEAP paid **34.3%** of the energy bill for average households in Massachusetts, while LIHEAP paid **27.3%** of the energy bill for high burden households.

#### All Households



#### High Burden Households



### Prevention and Restoration of Home Energy Service Loss

#### As a Result of Bill Payment Assistance



#### As a Result of Equipment Repair or Replacement



- In FY 2016, LIHEAP benefits in Massachusetts **prevented the loss of service 29,235 times**, by stopping threatened utility service disconnections and by delivering fuels to homes that were at risk of running out. In addition, the program **repaired or replaced heating or cooling equipment at imminent risk of failure 6,106 times**.
- In FY 2016, LIHEAP benefits **restored home energy service 13,425 times** for households who had been disconnected by their utility provider or who had run out of fuel oil, propane, or wood. In addition, the program **restored home energy service 45 times by repairing or replacing inoperable heating or cooling equipment**.

\* High burden recipient households represent 25% of all recipient households with 12 months of bill data, based on having the highest energy burden. The attached State Snapshot provides detailed income, energy cost, and burden statistics across all fuel types.